

# 1240844

Registered provider: Your Chapter Holdings Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is run by a private company. The home provides care for up to two children who may have social and emotional difficulties.

The manager registered with Ofsted in June 2021.

### Inspection dates: 19 and 20 October 2022

**Overall experiences and progress of children and young people,** taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 30 November 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
30/11/2021	Full	Good
29/10/2019	Full	Good
18/09/2018	Full	Good
16/02/2018	Interim	Improved effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Since the last inspection, the same two children have remained living at the home. Children told inspectors that they are happy and settled. Both children describe positive relationships with the staff team and each other. Children living in the home receive care from a consistent and passionate staff team.

Both children attend education and are making progress. One child is working on a traineeship and hoping to apply for an apprenticeship. He told the inspector that he enjoys living in the local area and has established positive friendships. He said he would like to remain living in the local area when he moves to semi-independent accommodation. This demonstrates how settled and happy he is living at the home.

The children's health needs are met and staff support children to attend health appointments. Staff help one child understand the importance of brushing his teeth, as advised by the child's dentist. Children are eating healthy, home-cooked meals. One child said that the food is 'really good'. Children are also encouraged to make their own meals and develop their independence skills.

Staff advocate for the children in their care. One staff member has worked closely with the child's placing authority to ensure that the child spends time with his siblings. The staff support this and travel a long distance to ensure that the child can spend quality time with his family members. This ensures that children build and maintain relationships with their close family. The child told the inspector how much he enjoys visiting his family and how important it is to him.

Children engage in different activities, such as go-karting and going to the local arcades. One child enjoys mixed martial arts and staff support and encourage the child by attending events that he competes in. The child won a trophy, which is proudly displayed in the lounge. The children recently enjoyed a holiday to Spain and photos of the holiday are displayed in the home.

The home is warm and homely. However, one child's bedroom is not well maintained and was untidy and unhygienic. Additionally, staff do not always close windows and turn off the computer when no one is in the home, leaving the home and information insecure. The responsible individual immediately addressed these concerns when they were raised at the inspection.

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### **How well children and young people are helped and protected: good**

Children living at the home said that they feel safe. Children's risks have reduced. For example, there have not been any incidents of children going missing from home, and this risk has significantly reduced for one child.

The manager and staff understand the risks to the children. Risk assessments and behaviour management plans are updated regularly. These plans include clear strategies for staff to follow to reduce risks. However, staff do not consistently read and sign children's plans.

Staff use a strong relationship approach that is helping children. Children have positive relationships with staff and staff talk to children to help them understand how to keep safe.

Staff use lots of praise and rewards to support children's positive behaviour. When consequences have been used, they are proportionate and discussed with the children. However, one consequence was put in place a significant time after an incident occurred. The delay had an impact on the child because he did not know that this was happening. The child said that this was unfair. Records do not demonstrate that there was a clear rationale for this decision.

Staff spoken to demonstrate that they know how to keep children safe. They understand children's vulnerabilities and the risks that they face. However, leaders and managers need to ensure that all staff understand their responsibilities in reporting any concerns they may have. On one occasion when concerns were raised, there were shortfalls in the manager's oversight. This was discussed with the responsible individual at the inspection and she put plans in place to address this.

### **The effectiveness of leaders and managers: good**

The registered manager has achieved the required leadership and management qualification. This helps to ensure that he continues to develop his knowledge and supports his professional development.

The registered manager was on annual leave during the inspection and the responsible individual led the inspection. The responsible individual knows the children well and she has good oversight of the care provided to children.

The manager and the responsible individual ensure that there is a consistent and suitably qualified staff team working in the home. Staff complete regular training to develop their skills and meet the individual needs of the children.

Staff recruitment procedures are robust. Staff are thoroughly checked before they work at the home. Safer recruitment procedures ensure that children are protected, by preventing unsuitable people from working in the home.

Staff receive regular supervision. Supervision records demonstrate that the manager uses supervision to test staff's knowledge of the children's needs, risks and the legislation that underpins their work. The staff feel supported by the manager. One staff member described the manager as 'calm and measured', and said he is 'creating a great culture'.

Staff meetings are frequent and well attended by staff. Children are the focus of the meetings, which provide staff with the opportunity to share good practice and raise any concerns.

The manager and staff work effectively with external agencies and professionals to ensure children's needs are met. One professional provided positive feedback about the quality of communication and transparency from managers. However, one child has experienced uncertainty about his long-term plan. This is due to several changes in social worker. The manager has not escalated this with the local authority to help the child understand the plan and timescales.

Monthly monitoring systems help the manager to have oversight of the quality of care being provided. The manager provides oversight and evaluation, which helps promote staff learning and progression.

The provider has developed a new electronic rota system to ensure that there is a clear record of staff who are working at the home and the exact hours worked. This meets regulation and provides a clear audit trail if there are any safeguarding concerns.

## What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, the Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>that the premises used for the purposes of the home are designed, furnished, and maintained to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(a)(v)(d))</p> <p>The provider needs to ensure that staff understand how to report any concerns in relation to the care provided to children.</p> <p>Additionally, the provider must ensure that the home and information stored are always secure, and that children’s bedrooms are maintained to a high standard.</p>	<p>25 November 2022</p>
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p>	<p>25 November 2022</p>

(Regulation 13 (1)(a)(b) (2)(h))

Managers need to ensure there are clear records in relation to consequences and that staff review and sign updated documentation.

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

## Children's home details

**Unique reference number:** 1240844

**Provision sub-type:** Children's home

**Registered provider:** Your Chapter Holdings Limited

**Registered provider address:** Hobart House, Oakwater Avenue, Cheadle Royal Business Park, Cheadle SK8 3SR

**Responsible individual:** Virginia Perkins

**Registered manager:** Andrew Parker

## Inspectors

Suzanne Birchall, Social Care Inspector

Catherine Fargin, Social Care Regulatory Inspection Manager



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